i-mobile Hitz11

User Manual

Welcome

Thank you for purchasing this smart phone.

To guarantee your smart phone works properly, please follow the instructions in this manual to prevent any possible incidents or malfunctions.
Follow all safety warnings to avoid injury or property damage.

Screen displays and illustrations in this user's manual are designed to help you operate your smart phone to its optimum performance.

We continuously strive to improve our products. Therefore, we reserve the rights to revise this user manual or withdraw it at any time without prior notice.

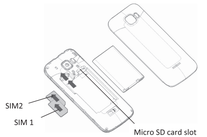
Phone layout

Phone overview

Keys and Parts

The mobile phone is a Dual SIM mobile phone allowing you to use two SIM Cards.

1. Switch off the mobile phone and remove the rear cover and battery.
2. Insert the SIM card correctly in the SIM slot(s) as shown below.
3. Finally, insert the battery and replace the rear cover of the mobile phone.



1.	Receiver	8.	Keypads
2.	LCD	9.	Headset port
3.	Main menu key	10.	USB Jack
4.	Call 2 key (SIM 2 card)	11.	Antenna
5.	Call 1 key (SIM 1 card)	12.	Camera lens
6.	Back key	13.	Flashlight
7.	Power on/off key	14.	Speaker

Brief intro to the phone

Icons on the main screen

On the topmost part of the screen, the following icons could be seen:

Icons	Indicates
	SIM 1Network signal strength
	SIM 2 Network signal strength
	USB is connected
	New message
	Alarm clock is active
	Missed call
	Earphone is inserted
	Song is playing
	Ring
	Vibrate
	Bluetooth is activated
	Battery indicator
	Ring and vibrate
	Vibrate then ring

Basic operation

1. Switch on
Once you installed your SIM card, battery, and Micro SD card, long press the **Power on/off key** for few seconds to turn on the mobile phone.

2. Switch off
Press the **Power on/off key** for few seconds to turn off the phone.

3. Flashlight
In the idle screen, long press **Center OK Key** to switch on or off the flashlight.

4. Send a text message
Press **Messaging → write message → Text message**, enter number to send the message to the desired contact.

5. Send a multimedia message
Press **Messaging → write message → Multimedia message**, enter number to send the message to the desired contact; a multimedia message contains pictures, short videos, music pieces, etc.

6. Make a call
- Go to **Main Menu → Phonebook** and then dial the desired number.
- Or press Right Soft key to enter **Phonebook** and then dial the desired number.

- Just choose the Left Soft key to dial the contacts listed in **Call log**.

7. Call volume
While engaged in a call, press the Right or Left Navigation key to decrease or increase the volume.

8. Answer a call
When you receive an incoming call, please press call 1 key or call 2 key to answer the call. Or press power on/off key to reject the call.

9. Speed dial
This mobile phone provides 8 shortcut numbers (i.e.2-9 number keys) which can be preset with a phonebook number on each number. Enter **Menu → Phonebook**, and press main menu key, enter "Options", scroll down to Phonebook settings, and then set Speed dial On and set numbers. While on standby mode, press any of the number from 2 to 9 in idle mode to make a speed dial call.

10. Latest calls
The device can store 20 latest calls, including dialed, received and missed calls. Just choose the SIM1 voice call or SIM 2 voice call to dial the contacts listed in **Call logs**.
11. Options during call
While engaged in a call, you can tap **"Option"** to enter

options menu, you can use the following options:
a. **Hold:** if you choose this, the caller and the receiver will not hear each other. Enter options and choose "Retrieve" to go back to normal call.
b. **End single call:** Choose this to end current call.
c. **Phonebook:** While engaged in a call, you may browse the phonebook and you can make a new call.
d. **Call history:** You can check your call logs while engaged in the call.
e. **Messages:** You can browse and/or send/receive SMS.
f. **Sound recorder:** you can record the current call.
g. **Mute:** On/Off.
h. **Volume:** you can tune call volume here.

12. Connect to voicemail (Network dependent)
The handset allows you to transfer the incoming call into the voicemail and then you can receive a notice with voice message. The number of the voicemail center must be set first.

Frequently Asked Question

1. How to unlock/ lock the screen
To lock: In the standby screen, press **Main Menu key → Settings → Security settings → screen auto lock**, and set **15s, 30s, 1 min** or **5 mins.** Now long press # key to lock the keypad.

To unlock: When the mobile phone entered sleep mode, long press # key to unlock the keypad as the phone guides.

2. How to switch to Silent mode
In the idle screen, press and hold "*" key until silent mode is activated.

3. Security code
- Default is 0000.
- To change phone password, go to **Settings → Security settings → Phone security → change password** → Input old password (0000).

General Information

Accessories

There are various accessories for your mobile phone. Your pack will include standard battery x 1, headset x 1, and travel adapter x 1. Please note:
- Headset is not a standard accessory in this mobile. It will be taken as a gift for end user. Please use it properly to enjoy the music and answer the phone under earphone mode.
- Use only accessories and charging devices approved by the phone manufacturer otherwise you would risk serious damage to health and property.

- Failure to do this may invalidate your warranty.
- Accessories may be different in different regions.

Battery Care

Your phone is powered by a rechargeable battery.
- The voltage range of the phone battery is 3.6 V.-4.2 V.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk and standby) is noticeably shorter than normal, you should buy a new battery at the time.
- Unplug the travel charger when not in use, and don't leave the battery connected to a travel charger for longer than a week, since overcharging may shorten its lifetime.
- Overcharging may shorten its lifetime, and if left unused a fully charged battery may discharge itself over time.
- Never store or charge battery in extreme hot or cold temperature, since extreme temperature can shorten the life of your mobile phone and damage battery.
- Use only the charger and batteries that are approved for use or recommended by the manufacturer. Use any unqualifiedcharger or batteries may cause damages to your mobile phone.
- Use the battery only for its intended purpose.
- Do not leave the battery inside of your car of in extreme weather conditions, since extreme tem perature might cause damage to your battery.

- Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object.
- Dispose of used batteries according to local regulations or manufacturer's instructions. Do not dispose of batteries in a fire.
- Actual battery life will depend on network configuration, product settings, usage patterns, battery and environmental conditions.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Care and maintenance

Your mobile phone is a highly sophisticated electronic device.
Please read this information before using your mobile phone. If any device
is not working properly, take it to the nearest authorized service center.

Product Care

- Keep your mobile phone and all its parts out of young children's reach.
- Keep your mobile phone dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that will corrode electronic circuits. Important Safety Information Radio frequency energy
- Avoid exposing your mobile phone to extreme hot or cold temperatures. The temperature range for using the phone is 0°C - 40°C.

- Avoid placing your mobile phone close to lit cigarettes, naked flames or any heat source.
- Do not attempt to disassemble it. Only qualified personnel may install or repair your mobile phone.
- Do not drop, knock or shake your mobile phone. Rough handling can break internal circuit boards.
- Do not paint your mobile phone. Paint could obstruct the earphone, microphone or any moveable parts and prevent proper operation.
- Treat your mobile phone with care and keep it in a clean and dust free place.
- Do not use the phone if the antenna is damaged. If a damaged antenna contacts skin, it may cause a light burn. Please contact the nearest authorized service center to replace the damaged antenna.
- Use chargers indoors.
- Your mobile may have internal and external antennas. As with any radio transmitting device, avoid touching the antenna area unnecessarily while the antenna is transmitting or receiving. Contact with such an antenna affects the communi cation quality and may cause your mobile to operate at a higher power level than proper operation needed and may reduce the battery life.
- Avoid using the phone at an altitude higher than 3,000 meters.

Important Safety Information

Radio frequency energy

Your mobile phone is a radio transmitter andreceiver.

When the phone is turned on, it receives and transmits radio frequency (RF) energy. Depending on the type of mobile phone you posses, it operates on different frequency ranges and employs commonly used modulation techniques. The system handles your call when you are using your phone and it also controls the power level at which your phone transmits.

Specific Absorption Rate (SAR) information.

Your phone has been designed to comply with applicable safetyrequirements for exposure to radio waves.
These requirements are based on scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include safety margins designed to assure the safety of all persons, regardless of age and health.

- The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted by using standardized method with the phone transmitting at its highest certified power level in all used frequency bands.
- This phone is designed to meet the relevant guidelines for exposure to radio waves.
- The SAR limit recommended by the international Commission on Non-lonizing Radiation Protection (ICNIRP), which is 2W/kg averaged over ten (10) grams of tissue.

SAR data information for residents in countries/regions

that have adopted the SAR limit recommended by the Institute of Electrical and Electronics Engineers (IEEE), which is 1.6 W/kg averaged over one (1) gram of tissue.

Electronic devices

Most modern electronic equipment is shielded from RF energy. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone, therefore:

Pacemaker

Mobile phones may affect the operation of some implanted cardiac pacemakers and other medically implanted equipments. Pacemaker manufacturers recommend that a minimum separation of 20 cm (6 inches) should be maintained between a hand-held wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research by the Wireless Technology Research Association.

Persons with pacemakers

- Should always keep the phone more than 20 cm. (6 inches) from their pacemakers when the phone is switched on.
- Should not carry the phone in a breast pocket.
- Should use the ear opposite to the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, switch off your phone immediately.

Hearing aids

- Some hearing aids might be disturbed by mobile phones. In the event of such disturbance, you may want to consult your service provider, or call the customer service line to discuss alternatives.

Aircraft

- Turn off your mobile phone before boarding any aircraft.
- Do not use it on the ground without crew permission. To prevent interference with communication systems, you must not use your mobile phone while the plane is in the air.

Potentially explosive atmospheres

Switch off your phone when in any area with a potentially explosive atmosphere and obey all signs and instructions. It is rare, but your phone or its accessories could generate sparks. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked.
They include fuelling areas, such as petrol station, below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Driving

Check the laws and regulations on the use of mobile phones in the areas where you drive. If you
are going to use your phone while driving, please:

- Give full attention to driving.
- Use the "handsfree" setting. (Required by law in many countries).
- Pull off the road and park before making or answering a call if driving conditions so require.

RF energy may affect some electronic systems in motor vehicles such as the car stereo, safety equipment etc. allow use of mobile phones, unless the installation is supported by a handsfree kit with an external antenna in their vehicles. You or your vehicle manufacturer's representative to be sure that your mobile phone will not affect the electronic systems in your vehicle.

Emergency calls

Important:

This phone, like any wireless phone, operates using radio signals, wireless and landline networks as well as user programmed functions. Because of this, connections in all conditions cannot be guaranteed.Therefore, you should never rely solely upon any wireless phone for essential communications (e.g. medical emergencies). Emergency calls may not be possible on all wireless phone networks or when certain network services and/ or phone features are in use. Check with your local service provider.

Battery Information

Type: Li-ion

Capacity: 1,050 mAh

CONDITION OF WARRANTY

1. Mobile phone device, portable charger, charger, memory card, wireless headset are in-warranty of 12 months after the date of purchase.
2. Battery, headset, USB data connector are in-warranty of 6 months after the date of purchase.
3. This warranty shall apply to mobile phone and accessory under "i-mobile" brands that are purchased from Shop namely, I-mobile by Smart and Authorized Distributor or Authorized Service Center as appointed in Thailand only.
4. The condition of the warranty for mobile phone and accessory that are purchased in other countries, except Thailand, It shall be applied in accordance with the applicable law. For Thailand, the purchaser acknowledges the end of warranty period as stated in the warranty sticker or purchase's record of i-mobile system.
5. Within the warranty period, maintenance or parts replacement is free of charge. Should be noted that i-mobile reserves the rights no return the damaged part.
6. i-mobile provides warranty for mobile phone and accessory with the terms and conditions that are stated in the law excluding the commerce, product satisfaction, lost of benefit or expected profit, loss or damages from the violation of personal rights in conversation, and working discontinuance or loss of information arising of the use or inability to use.
7. In cellular network / signal and sounds that are used with mobile phone and accessory is the service of independent operators, not i-mobile. Therefore, i-mobile will not be responsible for the working process, the

readiness of the service, and the area covered.

8. Any mobile phone and accessories that are already repaired or had parts replacement, the warranty period will continue from the remaining warranty onward or 60 days from the repaired date whichever is longer.
9. Customer has to pay for the repair cost and cost of replacement parts provided that the said repair are not in the warranty conditions.
10. The warranty sticker on the mobile phone must not be torn, tattered, scraped or crossed out.

THIS WARRANTY IS VOID UNDER THE FOLLOWING CONDITIONS

1. Mobile phone and accessory are damaged due to the abnormal use, improper use, being stored in the dampped or overheated area, or other inappropriate environment, the interference that can cause damage, including unforeseeable accident, spill with liquid or food, or any actions that cause damages to mobile phone and accessories.
2. Mobile phone and accessory are damaged due to the natural disaster.
3. Mobile phone and accessory are repaired, changed parts, adjusted, modified, connected, customized without any authorization by i-mobile.
4. Using of mobile phone and accessory together with, or connect with the mobile phone or accessory that are neither provided nor certified by i-mobile including any accessory are inappropriate to use together with mobile phone and accessory.

5. Small alteration in the brightness and color on the screen might occur in each mobile phone and accessory, might results in bright or dark dots on the screen. This is called as pixel defect. It can occur when these pixels are malfunction and cannot be modified. The Pixel defect of 2 pixels is considered acceptable. Small alteration in a picture taken by a camera might occur in each mobile phone and accessory is considered normal and it is not the camers module to be deemed as malfunction.
6. Editing, scarping, crossing over the IMEI number of the mobile phone or accessory, including the warranty number will be deemed as the termination of the warranty.
7. Damaging of the label, warranty sticker on the mobile will be deemed as termination of the warranty.
8. I-Mobile will not assure provided that the software from i-mobile will be up to your wishes or the working process of the software will not be discontinued or flawless.
9. I-mobile will not assured provided that the additional software to download or install by you for the purpose of work or entertainment will be up to your wishes without mistakes and flaw that is out of control of i-mobile.
10. The warranty and responsibilities of i-mobile are not covered the malfunction of any software or access of information from virus, or unauthorized access, which cause the damage in the banking transaction, E-banking, or any important information, or using the mobile phone illegally.
11. The warranty will not cover the loss of personal information during the use or during the installation, software remove, including applications, songs, videos,

and any memberships that Customer has already purchased.
12. The warranty will not cover the responsibility of the loss of any personal information during the repair at Authorized Service center of i-mobile, including the applications, songs, videos, and any memberships that Customer has already purchased.
13. The warranty will not cover the damage that occurs from the use of any device under "i-mobile brand" with other products which are not the product of i-mobile.
14. The warranty will not cover any expenses in the co-ordination with i-mobile for solving the problem and the process of delivering for examination and repair service.